Council Report

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Date: August 5, 2014 File No: 0600-04
To: Mayor and Council
From: Annette Antoniak, City Manager
Subject: **Quarterly update for period ending June 30, 2014**

Staff Recommendation

THAT Council receive the quarterly update on Council strategic priorities and staff departmental work plans for the period of April 1 to June 30, 2014, for information.

Background

On August 15, 2011, Council endorsed the following vision statement for the City of Penticton: "Penticton – a vibrant, innovative, adventurous waterfront City focused on sustainability, community and economic opportunity." With the vision in place, Council established its Strategic Priorities for the 2011-2014 Council term to support that vision. The two priorities identified as Council's top priorities were the revitalization of Downtown Penticton and waterfront enhancement.

What follows is a snapshot of what staff has completed in the second quarter of 2014 relating to work accomplished on Council's strategic priorities.

Analysis

After a significant amount of consultation and planning, Council's strategic priorities became a reality this year on both fronts: Downtown Revitalization and Waterfront Enhancement. Q2 was a critical period for this work, and is a shining example of how the City is transforming into a more vibrant space for all.

Downtown Revitalization

I am extremely pleased to report that the first phase of Downtown Revitalization was completed on time, and on budget.

The first revitalization project in our commercial core was initiated in February after years of consultation and planning. Work was initiated to create a new western gateway to Downtown Penticton – including the 200 block of Martin Street and 100 and 200 blocks of Westminster Avenue. This project has been a

welcomed addition to the area, signaling to visitors coming from destinations like the waterfront and Penticton Trade and Convention Centre that they have arrived in the commercial heart of Penticton.

On Westminster Avenue, new sidewalks, lamp standards, trees and energy-efficient lighting have been installed. There were also improvements to the underground infrastructure, including irrigation lines to ensure trees and flower baskets thrive during summer. Upgrades also included electrical infrastructure that will allow the popular Downtown Market and Penticton Farmers Market access to power during events – offering even more economic opportunity to local merchants and businesses. Along Martin Street, water infrastructure and connections to businesses were improved and asphalt along the road was replaced as well. Traffic was maintained on Westminster Avenue and Martin Street as much as possible.

Work was completed by early June, and the Downtown Penticton Association extended its Saturday Market to host a celebration Block Party along Martin Street, showcasing the improvements to the area. Music, entertainment, games, bouncy castle and more were offered, and ribbon cuttings with business owners along Martin Street were held to officially open their new storefront uses. More than 300 slices of cake were given out to people in attendance. The new vitality of the space is palpable, as businesses reinvest into storefront uses or new businesses invest in the "entertainment district" like Bad Tattoo Brewery.

Staff continues to map out additional steps toward future revitalization projects under the guidance of the Downtown Revitalization Select Committee. "Tell us about Your Main Street" consultation sessions were held on two Saturdays in the Downtown Penticton market in May. Feedback from the community on design elements such as sidewalk pavement surface treatment, street trees, lighting standards and other amenities was sought to be incorporated into preliminary concepts for Main Street designs. One-day charrettes were held with stakeholders in June to consider future concepts for North and south green developments, and public consultation has been held to refine ideas generated during those sessions. Meetings continue with landowners to determine important elements to Main Street revitalization.

For more information about achievements of Downtown revitalization and plans to come, the public is welcome to visit www.penticton.ca/downtown.

Waterfront Enhancement

The second quarter also marked a significant milestone for waterfront enhancement, as the final touches of the Okanagan Lake walkway were completed. Parking surfaces along Lakeshore Drive had to be replaced after the asphalt had degraded during initial construction. Once the asphalt plants had reopened for the season, crews completed the angle parking sections and landscaping touches at the crosswalk nodes along Lakeshore. The project was officially opened during a Beach Party at the SS Sicamous, featuring a slip-n-slide into the lake, bouncy castles, crawl zone, water balloon fight and hotdog BBQ fundraiser that generated over $230 for the SS Sicamous. The date also marked the 100th anniversary of the 1st daily run of the SS Sicamous across Okanagan Lake.

Play time also went natural on the south end of town. Alongside project partners, the City of Penticton and South Okanagan Children's Charity officially opened its first natural playground, Discovery Park, in Skaha Lake Park in May. Discovery Park is an incredible addition to Skaha Lake and the vibrancy on our southern waterfront, serving as an excellent space for young families and truly an amenity the community will treasure for years to come. Discovery Park at Skaha Lake is in line with the "natural playground" movement, which incorporates elements you would find in nature into play equipment. This encourages children to

move and use their imagination, fostering physical, cognitive and emotional development. When park users arrive, they find a variety of play "equipment": boulders sourced from local rock quarries, combined with ropes to create climbing features, balancing logs, musical instruments, earth berm slides, playhouse, swings and interactive water features. Many thanks go to the South Okanagan Children's Charity for taking the park on for its seventh Miracle Fund project, raising $70,000 through local partnerships to round out the City's $30,000 contribution.

Staff has also begun considering the future of an important area to the community – the area surrounding the SS Sicamous. The master plan process considers the waterfront area that has unique cultural history to the Okanagan. The Canadian Pacific sternwheeler played an integral part of Penticton's waterfront when it provided a transportation link between communities along Okanagan Lake, and First Nations have traditionally used the area for fishing. Meetings with landowners have taken place, and a charette design session with stakeholders was held in June. Concepts developed during those sessions were brought to the public for consultation and feedback has been compiled to help refine the vision for the future. Staff continues to work with the Waterfront Enhancement Select Committee on this project.

The public can find out more on Waterfront enhancement progress at www.penticton.ca/waterfront.

Attachments

Council Strategic Priorities and Staff Department Work Plans, updated to reflect activities of Q2.

Respectfully submitted,

Annette Antoniak
City Manager

Q2 Work Plan for Council Strategic Priorities for 2014

Downtown Activity	Action	Timeline	Progress ($ %)
Downtown Parking Program CAP211-001 / 002 / 003	~~Completion of City Wide Parking Program~~ Downtown Parking Enhancements / Technology	Complete 2014 – Q4	$175,000 ($65,000) 45%
Downtown Revitalization **Martin Street & Westminster Avenue** CAP172	~~Detail Design~~ ~~Tender Construction of the Project~~ ~~Close Tender~~ ~~Award Tender~~ ~~Commence Construction~~ Complete Construction	Complete Complete Complete Complete Complete Q3	$1,266,865 ($465,820) 37%
Westminster / Martin - communications CAP182-002	Kick-off celebration Scrim Business toolkit Proactive communications with businesses Respond to calls for service Project wrap-up celebration Project assessment Prepare for upcoming revitalization project	Complete Complete Complete Complete Complete Complete Q2-Q3 Q3-Q4	$30,000 ($18,000) 60%
Main Street – Consultation / Community Engagement CAP309-028	Main Street Landowner Meetings Public Information Sessions – Main Street Design	Q2-Q3 Q2 2014	$45,000 ($11,500) 55%
Main Street - North & South Green – Design & Engineering CAP418-001	~~RFP~~ ~~Landowner Consultation~~ ~~Creation of Design Options~~ ~~Public Consultation~~ Concept Finalization and Costing Examination of Funding Options Local Improvement Bylaw Detail Design	Complete Complete Complete Complete Q3 Q3 Q3 Q3-Q4	$125,000 ($15,000) 45%
Main Street Design CAP417	Landowner Consultation Creation of Design Options ~~Public Consultation~~	Q1 – Q3 Q3 Complete	$400,000 ($2,526) 1%

Q2 Work Plan for Council Strategic Priorities for 2014

	Concept Finalization and Costing Examination of Funding Options Local Improvement Bylaw Borrowing Bylaw or Referendum Detail Design	Q2 - Q3 Q3 Q3 Q3 – Q4 Q4 – Q1 2015	
Main Street – 400 Block Breezeway / Canopy CAP	Construction of canopy / walkway	Q2	$8,000 ($) 0% Landowner discussions ongoing to finalise easement
Penticton Creek – HCTF Grant CAP303-002	~~Award Consulting Work~~ Stantec Consulting to complete workplan and creek design Landowner Consultation Community Consultation Detailed Design 2nd Year of Project to commence once Stantec work completed	Complete Q2 2014- Underway Q3 2014 Q3/Q4 2014 Q3/Q4 2014 Q1 2015 Q1 2015	$63,680 (1st Year Funding – extended) ($) – Stantec contract commenced 5% $85,000 (2nd year funding – approved)
Waterfront – Okanagan Lake			
Waterfront Okanagan Lake East – Lease Consolidation and Development Proposal Process	Completion of Lease Consolidation Expression of Interest Process to seek interest from developers Request for Proposals from short list of interested developers Contract negotiation Completion of OCP, Zoning and DP changes Commence site development	Q4 Q4 Q4 Q4 Q1 2015 Q2 2015	N/A
Waterfront Okanagan Lake West – SS Sicamous Master Plan CAP421	~~RFQ~~ ~~Award of consulting work~~ Community Consultation Draft Master Plan Final Master Plan	Complete Complete Q2-Q3 Q3 Q3	$150,000 ($95,168) 63%
West Okanagan Lake Waterfront	~~Phase 2 Construction Restart~~	Complete	$2,342,222

Q2 Work Plan for Council Strategic Priorities for 2014

Lakeshore Drive Improvements CAP168	Phase 2 Construction Completion	Q2	($2,176,477) 93%
West Okanagan Lake Waterfront **Parking Lane Asphalt Rehabilitation** CAP309	~~Detail Design~~ ~~Construction~~	Complete Complete	$135,000 ($135,000) 0%
West Okanagan Lake Waterfront **Peach Plaza** CAP419	~~Concept Finalization & Public Consultation~~ Detail Design Tender Construction of the Project Close Tender Award Tender Commence Construction Complete Construction	Complete Q3 Q3 Q3 Q3 Q3 Q4	$265,000 $720 1%
West Okanagan Lake Waterfront **Rotary Park Walkway** CAP420	~~Concept Finalization & Public Consultation~~ Detail Design Tender Construction of the Project Close Tender Award Tender Commence Construction Complete Construction	Complete Q3 Q3 Q3 Q3 Q3 Q4	$369,000 ($1,051) 1%
Rose Garden Upgrades – Donation Dependant CAP113-001 TO CAP113-003	~~Solicit and Consolidate Donations~~ Design ~~Site Clean Up – PIB Consultation~~ RFP or Quote – Gazebo Construction Opening Ceremony	Complete Q3 Q2 Q3 Q4 Q4	$37,000 ($16,300) 44%
East Okanagan Lake Waterfront **Marina Way Look Out Park** CAP108-001 TO CAP108-003	~~Design~~ ~~Public / Council Consultation~~ Construction ~~Grand Opening Ceremony~~	Complete Complete Q3 Complete	$109,000 (75,600) 69%
Waterfront – Skaha Lake			
Skaha Park Green Gym CAP112-001 TO CAP112-003	~~Grant Award~~ ~~Design~~ ~~Public Consultation~~ ~~RFP for Equipment~~	Complete Complete Complete Complete	$5,900 ($5,400) 91%

Q2 Work Plan for Council Strategic Priorities for 2014

	~~Construction~~ Opening Ceremony	Complete Complete	
Skaha Playground – Upgrade CAP105-001 TO CAP105-004	~~Letter to South Okanagan Children's Charity – Budget Approval~~ ~~Plan and Concept approval~~ ~~Commitment from Charity~~ ~~Design~~ ~~Tender / RFP – Equipment~~ ~~Notification – Paper and Council~~ ~~Construction~~ ~~Grand Opening Ceremony~~	Complete Complete Complete Complete Complete Complete Complete	$35,000 ($44,300) 126%
Waterfront Skaha Lake – **Marina Area Development CF**	Completion of Lease Consolidation ~~Expression of Interest Process to seek interest from developers~~ ~~Request for Proposals from short list of interested developers~~ ~~Term Sheet Contract negotiation~~ Final Agreement Complete Completion of OCP, Zoning and DP changes Commence site development	Q3 Complete Complete Complete Q3 Q4 2015 Q1	N/A

Q2 Work Plan for Accounting and General Finance for 2014

Activity	Action	Timeline	Progress ($ %)
Agresso implementation post mortem	This is an evaluation and documentation of the project including – i) An analysis of what went well and what didn't. ii) Tasks and procedures that have changed, been eliminated, or been added – including the impacts of all these changes had on efficiency and consumption of resources. iii) What needs to be done or considered going forward – such as full implementation of specific functionalities or additional modules. iv) Documentation and sign-off of the analysis.	May/June 2014	Project manager's final report complete and reviewed. City report and budget analysis still to be completed.
Agresso implementation post mortem	Documentation and report out on: i) Efficiencies already gained ii) Efficiencies to be quantified iii) Deficiencies to be quantified iv) Restructure department and functions of key staff	May/June 2014	In progress
2013 year end	Interim audit – examination of financial controls	Dec 2013	Complete
2013 year end	Year end audit – substantive testing and on-site attendance by auditors	April 2014	100%
2013 year end	Completion of PSAB compliant consolidated audited financial statements	May 15 2014	Complete
2013 year end	Public release of annual report	June 30 2014	Complete
2013 year end	Public release of SOFI report	July 2 2014	Complete
2013 year end	Remapping of Agresso Accounts to Caseware Financial Reporting Software	Feb/March 2014	Complete

Q2 Work Plan for Accounting and General Finance for 2014

Job descriptions	Re-define job descriptions of key staff – i) Chief Financial Officer ii) Controller iii) Accountant iv) Accounting clerk IV v) Accounting clerk III vi) Budget analyst	June/July 2014	 Not started Completed Not started Completed Completed Not started
Accountant recruitment	Demise Accounting Clerk IV position and Re-instate Accountant position. Complete recruitment process.	April 2014	Completed
Budget analyst position	Complete recruitment process. Define and document – i) Role ii) Procedures iii) Relationships to managers and departments iv) Go-forward budget process	 June 2014	Completed Not started Not started Not started Not started
Budget application implementation	Complete implementation of Planner module in Agresso including – i) Project plan ii) Project scope iii) Statement of work iv) Establishment of a project team v) Implementation	May – July 2014	10%
Reporting	To implement a set of standard high-level reports for senior management	May – Dec 2014	5%

Q2 Work Plan for Communications for 2014

Activity	Action	Timeline	Progress ($ %)
Waterfront Enhancement	Okanagan completion project	Q1-Q2	In progress
	Okanagan project showcase	Q1-Q2	In progress
	Skaha – opening for green gym/fitness park	Q1-Q2	In progress
	Skaha – opening for Discovery Park	Q1-Q2	In progress
	Skaha – project planning	Q1	Complete
	Skaha – project consultation	Q2-q4	In progress
	Webpage updates	Q1-Q4	In progress
Downtown Revitalization	Revite toolkit for businesses	Q1	Complete
	Revite comms plan execution	Q1-Q2	Complete
	Revite comms plan assessment	Q2-Q3	In progress
	Main Street consultation	Q1-Q2	In progress
	Penticton Creek consultation	Q3-Q4	
	Webpage updates	Q1-Q4	In progress
Special projects	Economic Development – Home Base Penticton	Q1	Complete
	Economic Development – Chamber program	Q1-Q2	Complete
	Economic Development – Tri-training maps	Q2-Q3	In progress
	Economic Development – Virtual work campaign	Q2-Q3	
	Economic Development – EIZ campaign	Q3-Q4	In progress
	Economic Development – Project Entrepreneur campaign	Q3-Q4	
	Economic Development – Advertising opportunities	Q1-4	In progress
	Finance – grant application package	Q2-Q4	Complete
	Finance – budget	Q3-Q4	
	Finance – E-bill campaign	Q1-Q3	In progress
	Corporate – General Election	Q3-Q4	In progress
	Public Works – MMBC education and awareness	Q2	Complete
	Bylaw Services materials – review + assessment	Q2-Q4	In progress
	Bylaw Services materials – build and roll-out	Q4-ongoing	In progress
Brand and visual identity	Finalize Visual Identity Manual	Q1	Complete
	Assess organizational needs, develop priorities	Q1	Complete
	Beta test – sample projects	Q1	Complete
	Corporate suite template development	Q1	Complete
	Corporate suite roll-out	Q1	Complete

Q2 Work Plan for Communications for 2014

	Corporate suite training	Q1-Q2	Complete
	Trade show material – design + production	Q1-Q2	In progress
	Marketing suite template development	Q1-2	In progress
	Marketing suite roll-out – internal	Q2	Complete
	Marketing suite roll-out – external	Q2	Complete
	Marketing suite training	Q2	Complete
	Financial suite assessment	Q3-Q4	
	Financial suite template development	Q3-Q4	
	E-forms	Q3-Q4	
	Assist Purchasing with RFP for printing services	Q2	Complete
	Identify priorities for physical items – signage, wayfinding, fleet, etc.	Q2-3	In progress
Advertising	Book, review City Page ads	Q1-Q4	In progress
	Book newspaper ads as required	Q1-Q4	In progress
	Book radio spots as required	Q1-Q4	In progress
	Book social media promotions as required	Q2-Q4	In progress
	Primary/secondary advertising supply contracts	Q1-Q2	Complete
	Advertising Policy review	Q2-Q4	
	Advertising Procedure review	Q2-Q4	
Media relations	News releases	Q1-Q4	In progress
	Backgrounders, fact sheets, bios	Q1-Q4	In progress
	Media advisories	Q1-Q4	In progress
	Media Room upgrades	Q1-Q4	
	Media requests	Q1-Q4	In progress
	Regional media distribution list	Q2	Complete
Community relations	Council Highlights	Q1-Q4	In progress
	Messages from the mayor	Q1-Q4	In progress
	Speeches/talking points	Q1-Q4	In progress
	Proclamations text	Q1-Q4	In progress
	Stakeholder email list maintenance	Q1-Q4	In progress
	Canada Anti-Spam Legislation – internal education	Q2-Q3	In progress
	Canada Anti-Spam Legislation - consent process	Q2-Q3	Complete
	Meetings with stakeholders	Q1-Q4	In progress
Online resources	Website – content monitoring	Q1-Q4	In progress
	Website – navigation plan for Business	Q2-Q4	
	Website – navigation execution for Business	Q2-Q4	
	E-newsletter – website infrastructure, e-form	Q2-Q4	

Q2 Work Plan for Communications for 2014

	E-newsletter – develop design, test technology	Q1-Q4	In progress
	E-newsletter – database development	Q2-Q4	
	E-newsletter – beta testing	Q4-ongoing	
	E-newsletter – launch, promotion	Q4-ongoing	
	Social media – live-tweet Council meetings	Q1-Q4	In progress
	Social media – assessment of networks, benchmarking	Q2-Q4	
	Social media – plan	Q4-ongoing	
	Social media – promotion	Q4-ongoing	
Internal	Pension contribution updates	Q2	Complete
	Benestats	Q4-ongoing	
	Recruitment suite package	Q2-Q4	In progress
	PFD communications plan – review + assessment	Q2-Q3	
	PFD communications plan – completion	Q3-Q4	
Publications	Annual Report – schedules, set deadlines	Q1	Complete
	Annual Report – redesign with new brand	Q2	Complete
	Annual Report – Content development, collection	Q2	Complete
	Annual Report – Supplier for production, binding	Q2	Complete
	Annual Report – Advertise	Q2	Complete
	Annual Report – Report to Council, post online	Q2	Complete
	Utility newsletter – 12 print, online, e-bill editions	Q1-Q4	In progress
	Utility newsletter – redesign to new brand standards	Q2	Complete
	Utility newsletter – RFP for print contract pricing	Q2	Complete
	Tax notice insert – redesign to new brand standards	Q2	Complete
	Tax notice insert – production and provision for Collections	Q2	Complete
Strategic planning	Aggregate assessments and requests	Q1-Q3	Complete
	Articulate long-term vision based on communication pillars	Q2-Q4	In progress
	Identify short term projects	Q3-Q4	
	Develop 2015 budget	Q3-Q4	
Emergency planning	Functional Communications Plan	Q2	Complete
	Seasonal message updates	Q1-Q2	Complete
	Contact assimilation	Q2	Complete
	Annual update of emergency backups	Q2	Complete
Issues management	Assist Mayor, Council, CAO, managers and staff with issues arising	Q1-4	Ongoing

Q2 Work Plan for Corporate Services for 2014

Activity	Action	Timeline	Progress ($ %)
Council Meetings	Review staff reports, agenda preparation, minutes and Council follow up 10 Regular or Special Council Meetings held 13 In-Camera Meetings held 3 Comm. Of the Whole held	2014-Q2	Complete and ongoing
Committee Meeting (13 City Committees)	Same process as Council Meetings 30 Committee Meetings held	2014-Q2	Complete and ongoing
Staff Leadership Meetings	Biweekly preparation of agendas, minute taking and preparing/tracking action items	2014-Q2	Complete and on-going
Council Follow Up	Follow up on Council directives and tracking actions and completion dates in database including drafting routine letters and correspondence	2014-Q2	Complete and on-going
City Page Advertising	Overseeing the content of the City Page in the Herald and the Western Newspapers 27 City Page Ads Prepared	2014-Q2	Complete and on-going
Freedom of Information and Protection of Privacy	Processed 7 FOI Requests	2014-Q2	Complete and on-going
Proclamations/Invitations/Hosting of Special Visits	Processed 10 proclamations 41 invitations/special visits 4 certificates	2014-Q2	Complete and on-going
Bylaw & Permits (drafting, processing)	20 Bylaws	2014-Q2	Complete and on-going
Conduct research on behalf of the City regarding bylaws, policies, legislation, interpretation and authority	Processed searches	2014-Q2	Complete and on-going
Policy Index	Creating a complete and searchable index	Q1-Q4	On-going
Bylaw Index	Creating a detailed and searchable index	Q1-Q4	On-going
Administrative support for Mayor, Council, and City Manager	Drafting of correspondence, scheduling of calendars, event preparation, and research	Q1-Q4	On-going
Vet agreements and arrange for signatures of all City agreements, covenants, contracts, etc.	Following each Council meeting		

Q2 Work Plan for Corporate Services for 2014

Oversee the City's General In-box and respond as appropriate	Daily	Q1 – Q4	Complete and on-going
Arrange Council attendance at conferences including SILGA, UBCM, GCM	Making arrangements, registration, preparing briefing notes, binder preparation and follow up	FCM – Q1 SILGA - Q2 UBCM - Q3	Complete Complete
UBCM Meetings	Arrange meetings, coordinate schedules, produce binders, coordinate briefing notes for Minister's meetings	Q3	10 Meetings requested Briefing notes in progress
Daily Issues Management and response to various queries from the public and staff	Daily	On-Going	Complete and on-going
Election 2014	Prepare documents, advertising, bylaw amendment Training, Advance Polls, Election Day, Election Report Receive candidate campaign financing disclosure statements	2014-Q2/Q3 2014-Q4 2015-Q1	Bylaw amendment in progress (adoption July 21) Documents being prepped
RMS **Electronic Records – RFP**	Prepare, advertise, evaluate, award	2014- Q2/Q3	
RMS **Archives – determine space needs, document destruction**	Document destruction in archives, evaluate retention schedules	2014-Q1/Q2	In-progress
RMS **Training staff**	Initial training provided by contractor, ongoing by corporate services	2014- Q4 / 2015-Q1	
Council Orientation Manuals	Review previous materials, update, develop new template, produce binders by Mid November	2014-Q2 – Q4	

Q2 Work Plan for Development Services for 2014

Activity	Action	Timeline	Progress ($ %)
Downtown Strategic Priority	Downtown Parking Program Main Street consultation and design North & South Green Design Penticton Creek Rehabilitation Project 400 Block of Main Street - Breezeway	Ongoing	See Strategic Priority Spreadsheet for update
Outstanding Customer Service	Implementation of City Hall Renovations Increase productivity Identify areas to innovatively reduce regulation	Ongoing	Development Services Staff moved to 1st floor of City Hall Work required to get used to new space and obtain tools required to complete efficiencies.
Staff Engagement	Recognize staff for outstanding work and attitude Team Building Professional Development	Ongoing	Work with development services staff to find solutions to issues that arise during the year. Support professional development of staff to increase knowledge and benefit our customers Team Building project proposed for Q2/Q3 2014 when new hires commence.
Alignment with Economic Development	Work with Coty Economic Development Officer to ensure proactive approach to new business in the community.	Ongoing	Working closed with economic development and alignment of all department workplan with Economic Development priorities
Planning Department	Downtown Plan implementation	Ongoing	Main Street Design to be complete by the end of

Q2 Work Plan for Development Services for 2014

	Upper Wiltse Neighbourhood Plan. Penticton Creek Restoration Implementation Plan for Corporate Climate Action Planning work	Ongoing Ongoing Ongoing	summer First reading to Council in June, Adoption for Aug/ September Design to be complete Fall 2014 Steady application submissions in Q2 2014 New planner to be hired interviews ongoing
Land Management Department	Renew expired Leases at market rates. Register all leases and Licences. Licence the identified encroachments on City property and identify additional encroachments; Identify surplus land inventory for review.	Ongoing	New contact assistant hired in Q1 2014, positive results in increased productivity for department seen straight away. Projects ongoing throughout 2014.
Building Department	Completion of new Building Bylaw Integration of Cross Connection/Water Conservation position into Building Department 75% Closure of pre 2011 building & plumbing permits Completion of policy and procedure manual Assist Economic Development Officer with data collection and permitting efficiencies Continuation of public and industry education workshops and publications for City regulations and Building Codes	Ongoing	Building Bylaw 75% Completed, final review with Development Services Committee in Q2 2014 Customer Service enhancements ongoing Education sessions held in 2014 to date with great response from building community CHBA Home & Renovation Show attendance Building Permit application turnaround times extremely productive

Q2 Work Plan for Development Services for 2014

			Increased building activity seen in Q1 2014
Bylaw Department	Hiring a Bylaw Enforcement Supervisor Completion of Downtown Parking Program Completion of new Traffic Bylaw Completion of Policy & Procedure Manual	Ongoing	Supervisor hired in Q1 2014 Implementation of Parking Program underway Draft policy / procedure manual completed Q1 2014
Business Licence Department	Online renewals for Business Licences Update of Business Licence Bylaw Completion of policy and procedure manual Modernization of City Liquor review policies and procedures	Ongoing	Working with IT Department on implementation of on-line program Enhanced services to business community ongoing and improving.

Q2 Work Plan for Economic Development for 2014

Activity	Action	Timeline	Progress ($ %)
Entrepreneur Action Plan			Budget: $15,000
Spousal Challenge initiative		Completion 2014/12/31	
Phase 1 Welcoming Everyone initiative	100 Women program launch and 2nd meeting completion	Completion 2014/12/31	
HR Program		Completion 2014/12/31	
Communications	Ongoing communication of Project Entrepreneur to community and stakeholders - PWIB - Rotary - Committee of the Whole	Completion 2014/12/31	
New entrepreneur initiatives	Monthly Workshops for 70 prospective entrepreneurs completed starting a business in partnership with local community groups Preparation of materials for succession planning initiative with Community Futures Venture Connect as a regional initiative Launch of the new entrepreneur booth at the Farmers Market to provide info on local services. Project in conjunction with CoWork, Community Futures, Small Business BC	Completion 2014/12/31	Investment: $1000 from reactive budget
Resident Growth			
New Resident and Prospective Resident Support	Production and distribution of the Catalyst magazine to all of the south Okanagan, select hotels	As needed	Resident Guide: $5500 Budget
Home Base Penticton	Campaign developed and launched into digital media in Northern Alberta with over 500 respondents Conclusion of the AB campaign	2014/05/01	Budget: $30K
Virtual Worker campaign	Research on virtual worker opportunity and database continues Development of second target market for professional virtual worker campaign	2014/09/30	Budget $12K

Q2 Work Plan for Economic Development for 2014

Leverage Correctional Facility Opportunities			
Oliver Correctional Facility Supplier opportunities		2014/01/31 and as required	Registered over 150 businesses for opportunity
Oliver Correctional Facility worker recruitment	Resident guide finalized in print and web version. Published to City of Penticton website Catalyst magazine distribution	Completion of guide 2014/03/31 Marketing to workers – fall 2014 budget permitting	Budget: $7K
Manufacturing and Existing Business Support			
Succession Planning	Meetings with Provincial Nominee Program investors (2) for due diligence on succession sale Assistance with redevelopment issues on 2 sites		
On demand support	Data Support Research on opportunities	Ongoing	10 inquiries
Initiatives	• Labour market study presentation • EIZ review and recommendations for industrial zone • Assist with linking local businesses for best practice exchange • Talent Pipeline development by assisting fall middle school trades awareness program • Follow-up Suncor re Eckhardt property	Ongoing	$20,000
Penticton Business Promotion	2 Newsletter stories on local Penticton businesses	Monthly	
Manufacturing Retention and Growth	Ongoing meetings with local companies (7)	If time permits	
Enactus Program	Support ongoing growth of entrepreneurship with youth	As needed	
Biking Precinct			
Biking Economic Study	Evaluation of economic potential Presentation at the biking summit in Penticton	Ongoing	

Q2 Work Plan for Economic Development for 2014

	Assistance with grant funding to pursue development of terrain park Assistance with provincial recreational site process Meeting with Highways to address road cycling issues Development of trail maps Receipt of funding for action plan development Completion of white paper Mtg with Highways re maintenance and precinct development		
Challenge	Drafting of road cycling maps and signage	2014/02/28	$10,000 complete
Business Readiness			
Continue to streamline processes that affect business		2014/09/31	Overall budget: $5,000
Business advocacy	Review issues that affect business success, recruitment and retention. • Review of business license process • Review of liquor change implementation	Ongoing	
Business Attraction	One new manufacturing business	Ongoing	
Strategic Initiatives			
Downtown Revitalization –	• Public WIFI opportunity implementation underway • Main Street Matters event and implementation completed • Assist with federal and foundation grants such as Penmar Arts Society to address arts and culture development consistent with resident growth	Ongoing	Budget for all Strategic Initiatives $6K
Waterfront Initiative	As required	Ongoing	
Team Penticton Support	Support joint initiatives to support Penticton business and awareness of community	Ongoing	One Meeting
Airport	New airline project development including enhancement of shoulder and winter season destination travel	2014/03/31	One meeting plus followup
Hospital	Followup on status of Business Case	Ongoing	

Q2 Work Plan for Economic Development for 2014

Business Support and Other			
Other	Leadership, council and committee meetings		

Q2 Work Plan for Electric Utility Department for 2014

Capital – Capacity and Backup Projects			
Activity	Action	Timeline	Progress ($,%,Comp)
Pole Replacements CAP229	Overhead pole replacements City wide	Q1–Q4	$104,000 ($20,500) 20%
OH System - Porcelain Arrestor Replacement CAP231	Determine replacement area Order material Arrestor replacement	Q3 Q3 Q4	$110,000 ($0) 0%
Demand Totalizing Metering CAP242	Prepare RFP Purchase material Installation and commissioning	Q3 Q3 Q4	$110,000 ($0) 0%
Transformer Changes CAP244	Replace transformers as required for new services	Customer Dependant	$400,000 ($32,800) 8%
Meter Conversions Program - AMR CAP247	Replace all poly-phase electromechanical meters (166 remaining @ approx. 1/day)	100 units by Q4 Finalize in Q4 2015	$115,000 ($53,300) 46%
SCADA Upgrades CAP253	~~Prepare Expression of Interest~~ ~~Prepare RFP~~ ~~Review bids & award RFP~~ Purchase material Installation and commissioning	Complete Complete Complete Q3 Q4	$112,900 ($108,000) 96%
PCB - Test, Record, Store, Dispose CAP254	Implement Compliance Action Plan Build new triage area	Q1-Q4 Q3	$102,000 ($29,000) 29%
Step Transformer – Dawson CAP258	~~Receive Material~~ Train staff & Dev. Operating Procedures Energize Unit	Complete Q3 Q3	$417,700 ($333,000) 80%
New Tie – R6/R32 CAP263	As R5, R6, R32 & R33 are converted – transfer loads to balance system Pending Westminster Sub	Q4 Q2 2015	$144,700 ($0) 0%
Convert Feeder R5 to 12kV CAP268	Replace transformers & hardware Plan conversion stages Feeder conversion – Pending Westminster	Q1-Q3 Q3 Q2 2015	$451,000 ($1,000) 3%

Q2 Work Plan for Electric Utility Department for 2014

Convert Feeder R6 to 12kV CAP269	Replace transformers & hardware Plan conversion stages Feeder conversion	Q1-Q3 Q3 Q2 2015	$579,000 ($16,000) 3%
Westminster Substation 12KV Upgrade CAP271	~~Resolve Dispute with FBC~~ Design & Eng – Station Design & Eng – Distribution Construction Commissioning	Complete Q2-Q3 Q2-Q3 Q3-Q3 2015 Q3 2015	$5,928,000 ($71,600) 1%
Convert Feeder R32 to 12kv CAP274	~~Scope of Work~~ Acquire Material Convert feeder – Pending Westminster Sub.	Complete Q2-Q4 Q2 2015	$718,500 ($306,300) 42%
Convert Feeder R33 to 12kv CAP275	~~Scope of Work~~ Acquire Material Convert feeder – Pending Westminster Sub	Complete Q3 Q2 2015	$718,500 ($56,300) 8%
Volt. Regulator – Hudson CAP319	~~Order Material~~ Complete installation	Complete Q3	$212,000 ($93,600) 44%
Underground Cable Replacement Program CAP325	Determine Locations Order Material Complete installation	Q3 Q3 Q4	$525,000 ($0) 0%

Q2 Work Plan for Electric Utility Department for 2014

Capital - Base			
Activity	Action	Timeline	Progress ($,%,Comp)
LED Conversion Program CAP192	~~Investigate & select locations~~ ~~Order material~~ Install LED Lights	Complete Complete Q3	$60,000 ($13,800) 23%
Audible Signals CAP195	~~Investigate & select locations~~ ~~Order material~~ Install audible signals	Q2 Q2 Q4	$12,500 ($5,800) 47%
Traffic Controller Installation CAP196	Investigate and select locations Order material Install Controllers	Q3 Q3 Q4	$20,000 ($0) 0%
UPS Installations CAP197	~~Investigate & select locations~~ ~~Order material~~ Install UPS modules	Complete Complete Q3	$31,500 ($13,000) 13%

Operating – Special Projects			
Activity	Action	Timeline	Progress ($,%,Comp)
Electrical Building Design CAP323	Determine Building Size and Location Determine Building Design and Cost Text	Q3 Q4	$60,950 ($8,200) 14%
Pole Contact Agreements	~~Complete negotiations with Shaw and Telus~~ ~~Agreements to Council for considerations and execution~~ Budget for revised revenue stream	Complete Complete Q3	N/A N/A 0%

Q2 Work Plan for Engineering for 2014

Engineering - Design			
Activity	Action	Timeline	Progress ($ %)
West Okanagan Lake Waterfront **Lakeshore Drive Improvements** CAP168	~~Phase 2 Construction Restart~~ Phase 2 Construction Completion (contract closure in progress – holdback to be released)	Complete Q2	$2,342,222 ($2,176,477) 93%
West Okanagan Lake Waterfront **Parking Lane Asphalt Rehabilitation** CAP309	~~Detail Design~~ ~~Construction~~	Complete Complete	$135,000 ($135,000) 100%
West Okanagan Lake Waterfront **Peach Plaza** CAP419	~~Concept Finalization & Public Consultation~~ Detail Design Tender Construction of the Project Close Tender Award Tender Commence Construction Complete Construction	Complete Q3 Q3 Q3 Q3 Q3 Q4	$265,000 ($720) 1%
West Okanagan Lake Waterfront **Rotary Park Walkway** CAP420	~~Concept Finalization & Public Consultation~~ Detail Design Tender Construction of the Project Close Tender Award Tender Commence Construction Complete Construction	Complete Q3 Q3 Q3 Q3 Q3 Q4	$396,000 ($1,051) 1%
Downtown Revitalization **Martin Street & Westminster Avenue** CAP172	~~Detail Design~~ ~~Tender Construction of the Project~~ ~~Close Tender~~ ~~Award Tender~~ ~~Commence Construction~~ Complete Construction	Complete Complete Complete Complete Complete Q3	$1,266,865 ($1,232,545) 99%
Downtown Revitalization **Main Street** CAP417	Landowner Consultation Creation of Design Options Public Consultation Concept Finalization and Costing Examination of Funding Options Local Improvement Bylaw	Q1 – Q3 Q2 Q2 - Q3 Q2 - Q3 Q3 Q3	$400,000 ($2,438) 1%

Q2 Work Plan for Engineering for 2014

	Borrowing Bylaw or Referendum Detail Design	Q3 – Q4 Q4 – Q1 2015	
Aging Water Infrastructure Replacement CAP409	~~Detail Design~~ ~~Tender Construction of the Project~~ ~~Close Tender~~ ~~Award Tender~~ ~~Commence Construction~~ Complete Construction	Complete Complete Complete Complete Complete Q4	$401,000 ($11,100) 2.8%
50mm & 100mm Watermain Upgrades CAP408	~~Detail Design~~ ~~Tender Construction of the Project~~ ~~Close Tender~~ ~~Award Tender~~ ~~Commence Construction~~ Complete Construction	Complete Complete Complete Complete Complete Q4	$938,000 ($160,300) 17%
Sidewalks, Curb, & Gutters CAP414	~~Detail Design~~ ~~Tender Construction of the Project~~ ~~Close Tender~~ ~~Award Tender~~ ~~Commence Construction~~ Complete Construction	Complete Complete Complete Complete Complete Q4	$352,400 ($13,965) 4%
Industrial Avenue Reconstruction CAP404 - 406	Detail Design Tender Construction of the Project Close Tender Award Tender Commence Construction Complete Construction	Q3 Q3 Q3 Q3 Q3 Q4-(Q1/Q2 2015)	$1,938,000 ($1,467) 1%
Miscellaneous Storm Projects & Storm Runoff Remediation CAP411	Detail Design Tender Construction of the Project Close Tender Award Tender Commence Construction Complete Construction	Q2 Q2 Q2 Q2 Q2 Q4	$178,000 ($18,672.50) 11%

Q2 Work Plan for Engineering for 2014

Bike Network Design and Implementation CAP412	Concept Finalization & Public Consultation Detail Design Commence Construction Complete Construction	Q2 Q3 Q3 Q4	$145,000 ($3,746) 3%
Pedestrian Crosswalk Installation, Traffic Calming & Intersection Improvements CAP416	Concept Finalization & Public Consultation Detail Design Commence Construction Complete Construction	Q2 Q2 Q3 Q3	$54,000 ($8,061) 10%
Corry Place Design CAP407	Concept Finalization & Public Consultation Detail Design Develop Local Improvement Strategy	Q3 Q3	$45,000 ($1,600) 1%
Irrigation System Cost Recovery Strategy CAP410	~~Engage Consultant~~ Complete report	Complete Q3	$30,000 ($0) 0%
Storm Drainage Master Plan Update CAP400	Engage Consultant Complete report	Q2 Q3	$110,000 ($0) 0%
Asset Replacement Plans for Aging Water and Sanitary Mains CAP401 – CAP402	Engage Consultant Complete report	Q2 Q3	$50,000 ($0) 0%

Engineering - AWWTP			
Activity	Action	Timeline	Progress ($ %)
Equipment Replacement			
1. **Replace ½ UV Lamps** CAP345	~~RFQ & Purchase~~	Complete	$75,000 ($77,159) 103%
2. **Re-roof DAF & Old Screens Bldg.** CAP346	RFQ & Contractor complete work	Q3	$45,000 ($38,231) 85%
3. **Purchase spare RAS pump** CAP348	~~RFQ & Purchase~~	Complete	$13,000 ($11,591) 89%
4. **Purchase spare recycle pump** CAP349	~~RFQ & Purchase~~	Complete	$25,000 ($24,417) 98%
5. **Replace obsolete gas detectors** CAP350	~~RFQ & Purchase~~	Complete	$6,000 ($5,614) 94%
6. **Replace 600 mm butterfly valve** CAP352	~~RFQ, Purchase and install (WWTP Staff)~~	Complete	$20,000 ($26,614) 130%

Q2 Work Plan for Engineering for 2014

7. **Install 3 VFD's North Irr.** CAP353	RFQ, Purchase and install (WWTP Staff)	Q2	$30,000 ($30,554) 102%
8. **Install new gear box Secondary Clarifier** CAP347	~~Installation by OEM and WWTP Staff~~	Complete	$80,000 ($75,098) 94%
9. **Re-commission old press polymer system** CAP354	RFQ and install (WWTP Staff)	Q3	$22,500 ($15,454) 69%
10. **Green Buffer West Hwy 97** CAP351	~~Parks Activity~~	Complete	$12,500 ($7,992) 64%
Equipment Replacement for Lift Stations CAP355	RFP, Design, Pre-purchase, Tender & Integration (WWTP Electrician & Contractor)	Q4	$180,000 ($7,075) 1%
Screw Pump Replacement CAP129	~~Tender~~ ~~Install (Contractor)~~	Complete Complete	$171,600 ($307,328) 56%
Fermenter Upgrades CAP356	~~Pre-design~~ Detail Design Tender Commence Construction Complete Construction	Complete Q3 Q3 Q4 Q2-Q3 (2015)	$2,120,000 ($10,572) 1%

Engineering - WTP			
Activity	Action	Timeline	Progress ($ %)
Reservoir Mixing Improvements Chlorine Residual Monitoring within distribution CAP357	~~Purchase materials~~ Staff to install as time permits	Complete Q2-Q4	$25,000 ($0) 0%
Penticton Avenue PRV Upgrade CAP358	Quotation Installation	Q3 Q4	$25,000 ($0) 0%
Water Treatment Plant Optimization • **Sendero Quality Monitoring** • **PLC / SCADA programming** • **Spare Caustic Pump** • **Misc. Upgrades** CAP359	 Monitor and adjust flow or Chlorine Ongoing adjustments ~~Purchase spare pump~~ Ongoing as required	 Q1-Q4 Q1-Q4 Complete Q1- Q4	$40,000 ($19,354) 48%
Replace PLC Equipment Water Plant CAP360	~~Equipment Purchase~~ ~~Equipment Installation~~	Complete Complete	$65,000 ($38,440) 59%
PRV Performance Monitoring Distribution	Monitor as time permits	Q1- Q4	$31,000

Q2 Work Plan for Engineering for 2014

PRV Stations CAP361			($0) 0%
Carmi Reservoir Altitude Valve and Bypass CAP362	~~Design~~ ~~Quotation~~ Installation	Complete Complete Q2	$70,000 ($75,835) 108%
Equipment Replacement for Water Treatment Plant Lake Pump #6 Rebuild **CAP363**	Award Contract Complete the work	Q3 Q4	$25,000 ($0) 0%
Secondary Surge Equipment all pump stations CAP364	Purchase equipment Install	Q2 ~~Q2~~ Q3	$25,000 ($18,528) 74%
Okanagan Lake Intake Inspection CAP366	RFQ Complete inspection	Q3 Q4	$10,000 ($0) 0%

Q2 Work Plan for Facilities for 2014

Activity	Action	Timeline	Progress ($ %)
McLaren Arena	Compressor Replacement	Q2	In progress ($25,000/15%)
	Ice Plant Upgrade	Q2	In progress ($30,000/15%)
City Hall	Resilient Flooring	Q2	In progress ($20,000/20%)
	Building Envelope Upgrades	Q1-Q2	In progress ($30,000/10%)
	City Hall Renovation CF	Q1	In progress (95% complete)
City Yards	Building Envelope Upgrades/Painting	Q2	Not started ($12,500)
	Truck Exhaust System	Q2	Not started ($4,000)
Library/Museum	Skylight Repairs	Q2	Not started ($4,500)
	Lobby Upgrades	Q2	In progress ($55,000/95%)
	Repair Ceiling – Atkinson Gallery	Q1-Q2	In progress ($20,000/100%)
	Lobby Painting	Q1-Q2	In progress ($25,000/100%)
Community Centre	Washroom Upgrades	Q3	Not started ($15,000)
	Pool Tiles	Q3	Not started ($25,000)
	Fitness Room Expansion	Q3	Not started ($10,000)
Fire Halls	**Fire Hall #1**		
	Building Envelope Repairs	Q3	Not started ($5,000)
	Wood Window Repairs	Q3	Not started ($7,000)
	Infrared Scan	Q1	Complete ($7,000/100%)
	Fire Hall #2		
	Infrared Scan	Q1	Complete ($7,000/100%)
	Window Repair	Q3	Not started ($5,000)
	Emergency Measures Building – Roof Replacement	Q1-Q2	In progress ($30,000/95%)
RCMP	Flooring Replacement	Q2	In progress ($30,000/15%)
Dog Control Facility	Build New Facility	Q1-Q4	In progress ($250,000/10%)

Q2 Work Plan for Human Resources for 2014

Activity	Action	Timeline	Progress ($ %)
Develop & Implement a new performance review system	Review current system Research other systems Set targets Solicit feedback from staff Implement Monitor	Q2	50% complete; currently soliciting feedback
Exempt Salary Survey	Review exempt job descriptions Hire external consultant Evaluate jobs to market Review whole compensation Review with Senior Leadership team	Q2	In the process of a market analysis
Complete Policy Review	Review current policy Conduct a gap analysis Research similar policy Work with Clerks Department to ensure proper records Create/update policies as required Consult with Senior leadership group Implement policies	Q3	In progress; reviewing policies on a one-by-one basis
Attain Certificate of Recognition	Application to COR program Complete GAP analysis Review of all H&S programs and procedures Conduct audit by external auditor	TBD	Majority Complete; Waiting on external auditor availability
Develop Report and Metrics	Conduct needs analysis Review with Managers Develop the reports Ensure accessibility and availability for managers Implement & follow up on usage	Q3	In progress
Implement HRIS	Review payroll system Conduct gap analysis between HRIS and Payroll systems Review workflows Review budget	Q4	Currently on hold

Q2 Work Plan for Human Resources for 2014

	Work with Accounting & IT Depts on implementation Implement and Follow up		
Update processes to utilize new technology	Conduct needs analysis Brainstorm Review with IT Dept Discuss options with users Develop implementation plan	Q2	Working with IT, completing e-forms
Collective Bargaining CUPE	Research Commence bargaining Ratify collective agreement	Q1	Next dates are set for July
Collective Bargaining IBEW	Research Commence bargaining Ratify collective agreement	Q3	Dates set for August
Collective Bargaining IAFF	Research Commence bargaining Ratify collective agreement	TBD	Completed mediation; no further dates set.
Collective Bargaining Library	Research Commence bargaining Ratify collective agreement	TBD	Intent to bargain has not yet been given.
Continue to build positive morale & relationships with staff	Provide support Provide coaching Provide the staff the tools necessary to complete their work Provide encouragement and recognition	N/A	Ongoing
Complete RFP for SIMEA & EAP benefits	Review Contracts Develop RFPs Evaluate response Meet with proponents Work together with member municipalities Award Educate municipalities & staff on any changes Implement any changes	Q2	Currently reviewing proponents; award in September at board meeting
Provide Benestats to all staff	Work with Communications Develop content Work with benefit administrators Review accuracy	Q4	Not yet commenced

Q2 Work Plan for Human Resources for 2014

Develop a new brand for HR recruitment	Work with communications Develop a key message Develop a consistent image Implement with all correspondence and advertising	Q2	Complete

Q2 Work Plan for IT for 2014

Infrastructure & Operations

Activity	Action	Timeline	Progress ($ %)
Network & Communications Analysis	Continuously monitor, test, improve and leverage our current infrastructure systems and technologies	Ongoing	
Network Implementation	Continue moving physical servers to the new virtual server infrastructure.	Q1/Q2/Q3	60%
Network Analysis & Implementation	Research and acquire a new web application server	Q1/Q2	75%
Communications Analysis	Review all costly analog telephone services, eliminate lines not needed or not in use, investigate alternate solutions	Q3	
Communications Implementation	Implement mobile device management system	Q1/Q2	75%
A/V analysis	Review current system and future needs for city video surveillance	Q4	
Network Analysis	Internal and External network security penetration testing	Q4	
Communications Analysis	Investigate SIP trunking for potential cost savings on PRI	Q4	
Communications implementation	Roll out instant messaging and presence client	Q4	75%
Network Analysis	Develop IT disaster recovery plan	Ongoing	
Network Implementation	Implement environmental alerting and monitoring of data centre and fiber hub building	Q4	50%
Communication Analysis	Investigate e911	Q4	
Network Analysis	Investigate virtualizing all telephone hardware servers	Q3/Q4	
Communications Analysis	Investigate reducing the number of DID lines	Q3/Q4	50%
Communications Analysis	Implement & monitor voice mail auto attendants	Ongoing	

Q2 Work Plan for IT for 2014
Applications & Development

Activity	Action	Timeline	Progress ($ %)
Continuous Improvement	Continuously improve and leverage current systems and technologies	Ongoing	-
Continuous Improvement	Work with staff to implement new workflow and process changes in our enterprise systems	Ongoing	-
Continuous Improvement	Continuously analyze ways to improve or automate works flows and processes to gain efficiencies	Ongoing	-
Database Migrations	Move Tempest Live & Test to new virtual server	Q1	100%
Database Migrations	Move CIS Live & Test to new virtual server	Q1	100%
Database Migrations	Move CityView Live & Test to new virtual server	Q1	100%
Application Migrations	Continue moving applications to new virtual servers	Q1/Q2/Q3/Q4	65%
Business Analysis	Work with Admin Office on the document management project	Q4	-
Business Analysis	Work with Recreation on the implementation of an automated staff scheduling system	Q4	75%
Implementation	Continue implementing Tempest Calls for Service to departments, deploy web submission, investigate link to ArcGIS	Q1/Q2/Q3/Q4	35%
Business Analysis	Investigate Digital Asset management system for photos	Q4	
Implementation	Deploy Agresso mobile apps	Q3	75%
Implementation	Expand online payments	Q4	-
Implementation	Work with Fire Department on implementing City of Kelowna's FDM workspace.	Q3/Q4	-
Business Analysis	Work with Rec on the transition from CLASS to ActiveNet.	Q2/Q3/Q4	15%

Q2 Work Plan for IT for 2014

Technical Support

Activity	Action	Timeline	Progress ($ %)
Support	Support customers with use of technology	Ongoing	
Implementation	Replace 50 computers as part of the 5 year desktop replacement program	Q1/Q2/Q3/Q4	50%
Implementation	Replace 20 Laptops as part of the 4 years laptop replacement program	Q1/Q2/Q3/Q4	25%
Implementation	Replace 10 tablets	Q1/Q2/Q3/Q4	
Implementation	Bring council web stream in house, implement video indexing server	Q3	50
Implementation	Install digital signage in City Hall	Q4	
Analysis & Implementation	Identify and replace all Windows XP computers	Q3	85%
Analysis & Implementation	Minimize IT storage. Streamline disposal process.	Ongoing	
Implementation	Implement credit card payment kiosk in City Hall	Q3	
Implementation	Work with Fire Department on implementing City of Kelowna's Mobile CAD in Fire Trucks	Q3	

Geographical Information Systems

Activity	Action	Timeline	Progress ($ %)
Support	Support City staff with mapping and data analysis needs. Support current legacy mapping systems for internal and external users	Ongoing	
Implementation	Continue implementation of GIS Project	Ongoing	
Training	Increase awareness of GIS through seminars, webinars and in house training	Ongoing	
Training	Train Key staff on maintaining data in GIS	Ongoing	
Analysis	Investigate integration of GIS with Cemetery software	Q3/Q4	
Analysis	Investigate integrations of GIS with Tempest Calls for Service module	Q3/Q4	

Q2 Work Plan for IT for 2014

Management

Activity	Action	Timeline	Progress ($ %)
Project Management	Implement Agresso Planner module for City Budgeting	Q1/Q2/Q3	50%
Project Management	Lead GIS implementation Project	Ongoing	
Project Management	Lead Tempest Prospero Project	Q2/Q3/Q4/2015	
Implementation	Work with communications on the digital roll out of the new city branding	Q1/Q2/Q3/Q4	
Implementation	Work with HR on setup of computer based training center, increase use of eLearning and implementation if IT cross training program	Q2/Q3/Q4	
Implementation	Work with HR & Communication to improve engagement on the city intranet web application. Apply branding to Intranet.	Q2/Q3	
Management	Continuously manage mobile voice and data plans for cost control.	Ongoing	
Contract Administration	Work with Microsoft on the Enterprise Agreement renewal for 2015-2018. Review BC Microsoft Select Agreement.	Q3	
Contract Administration	Work with ESRI GIS Enterprise Agreement renewal for 2015-2018	Q3	
Implementation	Replace Multifunction Photocopiers, implement secure print, right size fleet, eliminate redundant expensive printers, implement print management for cost control	Q3	95%
Implementation	Implement eForms as needed	Ongoing	
Management	Look at application consolidation for reducing operating costs	Ongoing	
Contract Administration	Work on renewal of cell phone contract for 2015	Q3	
Management	Develop IT documentation updating plan	Q4	
Management	Implement Change Management in the IT ticketing system	Q3	
Management	Develop working group for SHAW Public Wifi Landing page	Q2	

Q2 Work Plan for IT for 2014

Management	Investigate the creation of a working group for fiber network	Q3	
Management	Develop IT security & Mobile Encryption policies	Q3/Q4	
Management	Work with facilities on renovation projects	Q1/Q2/Q3	75%

Q2 Work Plan for Museum & Archives for 2014

Activity	Action	Timeline	Progress ($ %)
Operations	Complete 5 Year Master Plan initiated in '07	Sept 2014	90%
	Initiate new 5 Year Strategic Plan to start '14	Oct 2014	0%
	Complete Phase 1 of museum renovation – Atkinson Gallery & Office & Public Areas	Aug 2014 May 2014	80% 50%
	Submit designs for new signage (outdoor & indoor)	June 2014	0%
	Develop business case for new Gift Shop		
Exhibits	Install exhibit *War of 1812* in Atkinson Gallery.	Jan 2014	100%
	Install exhibit *The Long Journey Home* in Atkinson Gallery		
	Install exhibit *Fireborn* in Atkinson Gallery	May 2014	100%
	Update & renovate SS Sicamous exhibits on Deck A, B & C		
	Install WWI exhibit in Permanent Gallery	Sept 2014	10%
		July 2014	85%
		Aug 2014	70%
Collections	Renovate storage rooms & install storage equipment for artifacts.	Sept 2014	95%
	Re-assignment of artifacts into new storage locations	June 2014	90%
	Inventory of entire PMA artifact collection	Dec 2014	90%
	Inventory of SS Sicamous artifact collection	June2014	95%
	Inventory of city artifact collection (City Hall)	Oct 2014	90%
	Digitise collection onto database	Dec 2014	40%
Programs	Development & delivery of Local Lore project (in tandem with Steamfest)	Dec 2014 Dec 2014	40%
	Delivery of up to 25 school programs under Curator Kids	June – Sept 2014	50%
	Delivery of up to 30 family programs	Dec 2014	40%
	Delivery of 10 adult programs	Dec 2014	20%

Q2 Work Plan for Museum & Archives for 2014

	Delivery of up to 30 Brown Bag lectures	Dec 2014	50%
	Delivery of up to 10 weekly Facebook projects.	Dec 2014	50%
	Plan, schedule and fundraise for Steamfest 2014-15	Ongoing	60%
	Assist city with Heritage projects thru HM Advisory		60%
Archives	Upgrade archival storage systems	Dec 2014	40%
	Digitise & OCP Pen Herald microfilm	June 2014	90%
	Digitise photograph collection & enter into database.	Dec 2014	90%
	Digitise large format docs, maps, plans	Ongoing	30%
	Input Local Lore data into Historypin and Ancestry.ca	Ongoing	30%

Q2 Work Plan for Public Works for 2014

General Revenue – Roads & Other			
Activity	Action	Timeline	Progress ($,%, Comp)
Snow and Ice Control Policy	Revise & Council Endorsement	Q4	N/A
Traffic Control Box Wraps CAP298-006	~~Design~~ ~~Procure & Install~~	Complete Complete	$5,000 ($4,200) ~~84%~~
Walkway Upgrades CAP298-004	Inspect & Repair	Q3	$20,000 ($0) 0%
Snow & Ice Control Survey	~~Analyse Survey Results~~ Determine Action Report if Required	Complete Q3 Q3	N/A
MMBC Implementation	~~Implement Public Education~~ ~~Report to Council – Fees / Services~~	Complete Complete	N/A – 100 % Complete
Calls For Service – Software Implementation	~~Public Works & Engineering Implementation~~	Complete	N/A

General Revenue - Parks			
Activity	Action	Timeline	Progress ($,%,Comp)
Skaha Playground – Upgrade CAP105-001 TO CAP105-004	~~Letter to South Okanagan Children's Charity –~~ ~~Budget Approval~~ ~~Plan and Concept approval~~ ~~Commitment from Charity~~ ~~Design~~ ~~Tender / RFP – Equipment~~ ~~Notification – Paper and Council~~ ~~Construction~~ ~~Grand Opening Ceremony~~	Complete Complete Complete Complete Complete Complete Complete Complete Complete	$35,000 ($44,300) 126%
Marina Way Look Out Park CAP108-001 TO CAP108-003	~~Design~~ ~~Public / Council Consultation~~ Construction ~~Grand Opening Ceremony~~	Complete Complete Q3 Complete	$109,000 ($75,600) ~~69%~~

Q2 Work Plan for Public Works for 2014

Skaha Park Green Gym CAP112-001 TO CAP112-003	~~Grant Award~~ ~~Design~~ ~~Public Consultation~~ ~~RFP for Equipment~~ ~~Construction~~ ~~Opening Ceremony~~	Complete Complete Complete Complete Complete Complete	$5,900 ($5,400) 91%
Rose Garden Upgrades – Donation Dependant CAP113-001 TO CAP113-003 Upgrades to Rose Garden Gazebo on hold pending the outcome of the SS Sicamous Master Plan	~~Solicit and Consolidate Donations~~ Design ~~Site Clean Up – PIB Consultation~~ RFP or Quote – Gazebo Construction Opening Ceremony	Complete Q3 Complete Q3 Q4 Q4	$37,000 ($16,300) 44%
Tree Planting CAP 378-001 TO CAP378-002	~~Design~~ Construction	Complete Q3	$20,000 ($18,000) 90%
Pathway Upgrades CAP 379-001 TO CAP379-002	Inspection & Repair	Q3	$10,000 ($0) 0%
Columbia Tennis Court Upgrade CAP 368-001 TO CAP368-002 On hold pending outcome of Pickleball Court development noted below.	Repair	Q3	$5,000 ($0) 0%
Pickleball Court CAP 369-001 TO CAP369-002 Awaiting New Horizons Grant Application for 50% funding	Stakeholder Meeting Design Construction (if cost shared)	Q3 Q3 Q3	$20,000 ($800) 4%
Playground Surface Upgrades CAP 370-001 TO CAP370-002	Construction	Q3	$20,000 ($4,800) 24%
Kings Park Mesh Replacement CAP 372-001 TO CAP372-002	~~Construction~~	Complete	$10,000 ($6,100) 61%

Q2 Work Plan for Public Works for 2014

Beach Safety Audit – Signs CAP 373-001 TO CAP373-002	~~Design~~ ~~Tender~~ Installation	Complete Complete Q3	$30,000 ($12,600) 42%
Slo-Pitch Field Upgrades CAP 377-001 TO CAP377-002	~~Stakeholder Mtg~~ ~~Design~~ ~~Tender~~ ~~Construction~~	Complete Complete Complete Complete	$33,000 ($33,700) 102%

Cemetery			
Activity	Action	Timeline	Progress ($,%,Comp)
Fairview Cemetery Upgrades CAP 380-001 TO CAP380-002	Design / Plan Tender / Quote as Required Construction	Q3 Q3 Q3	$78,500 ($1,100) 1.4%
Lakeview Cemetery Expansion & Upgrades CAP 381-001 TO CAP381-002	P1 & P2 Geo-Tech & Design Lower Bench Road – Geo-Tech & Design (if required) Installation of Screening	Q3 Q3 Q4	$93,800 ($55,000) 59%

Water Utility			
Activity	Action	Timeline	Progress ($,%,Comp)
Rural Meter Pits CAP 288-010	Notification Construction	Prior to work Q1-Q4	$45,000 ($21,000) 47%
Irrigation Upgrading CAP 289-004	~~Planning of Projects~~ Notification as required Construction	Complete As required Q1-Q4	$25,000 ($2,500) 10%
Greyback Dam – Level & Flow Monitoring CAP 290-014	~~RFP~~ ~~RFP Award~~ Construction	Complete Complete Q3	$150,000 ($21,200) 14%
Dam Safety Review CAP 290-015	~~RFP~~ ~~RFP Award~~ Construction	Complete Complete Q3	$110,000 ($109,000) 99%
Fire Hydrant Spacing Improvements CAP 288-007	Planning Notification – As Required Construction	As required Q1-Q4	$80,000 ($15,000) 19%

Q2 Work Plan for Public Works for 2014

Sewer Utility			
Activity	**Action**	**Timeline**	**Progress ($,%,Comp)**
Compost Site – Upgrades and Consulting CAP 133-001 TO CAP133-002	Complete Design Plan Works Schedule Works Tender (S) Construction	Q3 Q3 Q3 Q3 Q4	$2,000,000 ($49,600) 2.5%
Gas Detectors CAP 382-001	~~Tender~~	Complete	$8,000 ($7,400) 93%

Fleet			
Activity	**Action**	**Timeline**	**Progress ($,%,Comp)**
Purchase Fire Truck CAP 151-001	Create RFP / Purchase Used RFP Evaluation Issue PO Take Possession	Q3 Q3 Q4 2015 Q1	$350,000 ($0) 0%
Purchase 1 – ½ Ton Truck CAP 151-001	~~Tender Award~~ ~~Take Possession~~	Complete Complete	$25,000 ($23,800) 100%
Purchase 1 – Passenger Car CAP 151-001	~~Tender Award~~ ~~Take Possession~~	Complete Complete	$25,000 ($21,600) 100%
Purchase 1 – 1 Ton Dump Truck CAP 151-001	~~Tender Award~~ ~~Take Possession~~	Complete Complete	$50,000 ($39300) 100%
Purchase 1 – Tandem Dump Truck CAP 151-001	~~Tender Award~~ Take Possession	Complete Q3	$160,000 ($145,000) 75%
Purchase 1 – Leaf Vacuum CAP 151-001	Tender Award Take Possession	Q3 Q3	$45,000 ($0) 0%
Purchase 1 - Tractor CAP 151-001	~~Tender Award~~ ~~Take Possession~~	Complete Complete	$50,000 ($40,000) 100%
Purchase 1 – Sander Hydraulic Upgrade CAP 151-001	~~Tender Award~~ Take Possession	Complete Q3	$25,000 ($20,000) 55%

Q2 Work Plan for Public Works for 2014

Purchase 1 – Ice Re-Surfacer CAP 151-001	~~Tender Award~~ ~~Take Possession~~	Complete Complete	$105,000 ($109,000) 100%
Parks Small Equipment Replacement CAP 151-004	Tender Award Take Possession	As Required Q1-Q4	$12,100 ($5,000) 50%
Shop Equipment CAP 151-002	~~Tender Award~~ Take Possession	As Required Q1-Q4	$21,000 ($15,000) 75%

Q2 Work Plan for Purchasing for 2014

Activity	Action	Timeline	Progress ($ %)
Tenders, RFPs, RFQs	Tenders, RFPs and RFQs prepared, posted and advertised • 38 – Q1 • 22 – Q2	Ongoing	Complete and ongoing
Cost Savings	Cost savings by obtaining quotes • $323,70214 – Q1 • $774,832.66 – Q2	Ongoing	Complete and ongoing
Revenue	Dispose of surplus/obsolete equipment • $1,697.25 - Q1 • $15,193.71 – Q2	Ongoing	Complete and ongoing
	Revenue from SPCA Dog Tag Sales • $3,410.00 – Q1 • $927.00 – Q2	Ongoing	Complete and ongoing
Purchasing Cards	• $139,110.30 – Q1 • $201,703.89 – Q2	Ongoing	Complete and ongoing
Notices	Q1 • Energy Retrofit Program on-going. Q2 • Notices to Capital Works area residents • Notices to Carmi and Wiltse residents re traffic calming • Set up Calls for Service module in Tempest • Solid Waste and Recycling calendars complete and delivered	Ongoing	Ongoing
Purchasing Policy	Q1 • Presented Purchasing Policy to Leadership – asked to relax the sustainable purchasing requirements.	2014-Q2	85%
Stationary Purchases	Create policy and set up users for e-way ordering	2014-Q2	40%
Purchases	Daily orders of inventory and project items	Ongoing	Complete and ongoing
New Dog Kennel Facility	Work with Facilities Supervisor to site and construct new dog kennel facility	2014-Q4	0%

Q2 Work Plan for Purchasing for 2014

RDOS Use of Kennel Facility	Working with RDOS on Licence to Use agreement for kennel	2014-Q2	80%
Construct new Dog Control Officer Dwelling	Work with Facilities Supervisor to site and construct new Dog Control Officer dwelling	2014-Q4	0%
Bar Coding	Work with IT Manager to investigate and install bar coding for warehouse inventory	2014-Q3	0%
Tender, RFP, RFQ and Contract Review	Have templates reviewed and amended by legal counsel	2014-03	0%
Insurance Master List	Created master list for insurance coverage, WCB Clearance Letter and Business Licence	2014-02	Ongoing

Q2 Work Plan for Recreation for 2014

Activity	Action	Timeline	Progress ($ %)
Fees & Charges Review	Develop a plan to phase in increased pool lane rental rates to be in line with market rates	Q1-Q3	50% complete
	Conduct a detailed review of parks and sport field rental rates to determine if rate adjustments should be considered	Q2-Q3	30% complete
	Conduct an analysis of current rental rate categories and formulas to determine if category adjustments should be considered	Q2-Q3	10% complete
	Review prime and non-prime rental rate options	Q2-Q3	10% complete
	Develop recommendations for September 2014 (pool lane rental rates) and 2015 (all other rental fees) and present to Council	Q3	10% complete
	Develop 2015 Admission Fees proposal (effective April 1, 2015) and present to Council	Q4	0% complete
Recreation Department Staffing Review	Implement Aquatics staffing restructure	Q1	100% complete
	Conduct a Recreation program, reception and marketing staffing review	Q2-Q4	10% complete
Marketing and Promotions	Develop an Annual marketing schedule	Q1	100% complete
	Review and expand Active Membership Program	Q3	10% complete
	Explore new initiatives for promotion to targeted markets (ie Youth, Older Adults)	Q2-Q4	50% complete
Beach, Park, Street and Mobile Vending	Develop and implement strategies to optimize vending opportunities and revenues	Q1-Q2	90% complete
Fitness Room	Implement Fitness Room expansion project and layout of equipment	Q1-Q3	Deferred to 2015
	Develop and implement Fitness Room optimization strategies after expansion	Q3-Q4	Deferred to 2015
Business Management Systems	Integrate Class (recreation software) with Agresso – with IT and Finance Dept	Q3-Q4	0% complete
	Develop real time Recreation budget reporting systems – with IT and Finance Dept	Q3-Q4	0% complete
	Research, purchase and implement shift scheduling	Q1-Q3	75% complete

Q2 Work Plan for Recreation for 2014

	software for Aquatics Department – with IT Dept		
Events	Integrate title sponsorship and partnership opportunities to expand the Family Day special event at the Community Centre	Q1	100% complete
	Facilitate implementation plans for the 2016 BC Winter Games in Penticton	Q1-Q4	50% complete (ongoing)
	Update Events Manual, Event Applications and Online Communications	Q1-Q2	75% complete
	Expansion/development of Indoor Triathlon	Q2-Q3	65% complete
	Expansion of Youth Park Special Event during Peach Festival	Q2-Q3	10% complete
	Implement Customer Appreciation small event(s) at the Community Centre	Q4	0% complete
McLaren Arena	Develop and implement Arena program plans	Q2-Q3	50% complete
	Develop and implement advertising plan	Q2-Q3	5% complete
Yacht Club	Develop and implement booking protocol	Q1	100% complete
	Develop and implement communication plan	Q1-Q2	90% complete
Cleland Theatre	Implement optimization plan	Ongoing	Ongoing
	Develop and implement Theatre technician/staffing plans	Q1	100% complete
Program Development	Gymboree (parent & tot gymnasium program) revisions – new equipment and program structure	Q3	50% complete
	Explore youth programming partnership opportunities	Q1-Q4	50% complete
	Fitness program ongoing development and expansion	Ongoing	Ongoing
	Aquafit staff training review – optimize and develop aquafit program	Q2-Q3	25% complete
Healthy Living Initiatives	Active member of Okanagan Similkameen Healthy Living Coalition (OSHLC)	Ongoing	Ongoing
	Liaise with Interior Health, community partners / stakeholders and new healthy living community and provincial initiatives; facilitate new partnership projects	Ongoing	Ongoing
	Implement hearts@school Grade 6 Health Fair	Q1-Q2	100%

Q2 Work Plan for Recreation for 2014

New Revenue Development	Develop and implement expanded Community Centre merchandising/retail sales	Q2-Q3	10% complete
	Explore new lease opportunities at the Community Centre	Ongoing	Ongoing
	Assessment of sponsorship and advertising opportunities	Q2-Q3	10% complete
	Sales orientation training for staff	Q3	0% complete

Q2 Work Plan for Revenue Department for 2014

Activity	Action	Timeline	Progress ($ %)
Permissive Tax Exemption Applications	Send letters to last year's applicants Media ads New certificate forms for Churches to sign Update application to new Corporate brand and post on City website	May 15	In progress ($0.00) (45%)
Sewer Area Parcel Tax Detailed Report	Have IT prepare a report	April 30	($0.00) (100%)
Paymentus	Prepare a bylaw that will to allow Paymentus to charge their fees when customers are paying with a Visa Credit card	Visa has requested new wording	Not done yet
Ebilling Promotion	Continue to promote ebilling for our utility and tax customers		Ongoing
Billing fee for utility invoices ($1.00)	Draft an amendment for the fees and charges bylaw Work with CIS to implement in our billing software Media ads to coincide with Ebilling promotions	June 30, 2014	In progress (0.00) (25%)
Tempest GLINT update	Replace GLINT table with new codes to match Agresso	December 31 2014	Ongoing
Water billing monthly	Memo, media ads	May 31, 2014	In progress ($0.00) (25%)
Utility Disconnect Policy	Prepare analytical review	May 31, 2014	In progress ($0.00) (25%
Agresso Accounts Receivable	Work with IT to complete program set up		In progress ($0.00) (75%)
CityView to Tempest coding	Matching all coding to ensure revenues and expenses are posting correctly		In progress (45%)
Paymentus processing utility and property tax payments	Working with our IT department and Paymentus for a workable solution	ASAP	In progress (0.00) (50%)
Convert all forms to the new Corporate Brand	As inventory is depleted update forms and reorder in the new format	Ongoing	In progress (50%)
Property Tax Rates 2014	Prepare reports and bylaw	May 15	100%

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PENTICTON-SOUTH OKANAGAN-SIMILKAMEEN R.C.M.P.

Mayor's Report
Prepared for the City of Penticton
Second Quarterly Report

July 2014

This reporting period encompasses the second three months of calendar year 2014; April, May and June. The intent of this correspondence is to provide Mayor and Council with a brief overview of policing operations as they pertain to the City of Penticton. You may recall that the suggestion for altering the format and content of the "Mayor's Report" was suggested to Council when the first quarterly report was presented and the idea was supported in principal. The intent is to make the report shorter yet still provide an overview of operations for the period of review as well as to specifically update any special initiatives and comment on the progress of the identified "local policing priorities."

ANNUAL PERFORMANCE PLAN

Each R.C.M.P. Detachment in Canada is mandated to prepare an annual performance plan which addresses identified local policing priorities. These are identified through consultation with elected officials, senior staff members, Community Policing Advisory Committees and other stakeholders. Our A.P.P. follows the fiscal year of April 1st, 2014 through March 31st, 2015. After consultation with the City of Penticton Protective Services Committee and others, our 2014/15 plan focusses on the following local issues:

1) Traffic Safety (Impaired Drivers and Distracted Drivers)
2) Substance Abuse (Reduce the Abuse of Drugs and Alcohol)
3) Police/Community Relations (Police Visibility)
4) Contribute to Safer Youth
5) Crime Reduction (Prolific Offender Management Program)
6) Contribute to Safer and Healthier Aboriginal Communities

A brief explanation of each local priority will follow the quarterly crime statistics below.

CRIME STATISTICS

During the second quarter of 2014, Penticton R.C.M.P. responded to **4,188** calls for service compared with **4,264** calls received during the second quarter of 2013. This corresponds to a decrease of **2%**. Penticton R.C.M.P. responded to **5%** fewer Criminal Code files throughout the Detachment area during the second quarter of 2014 than during the same quarter last year. A slight decrease in calls for service and a corresponding decrease in Criminal Code matters is of course a welcome change. This trend has been seen in other areas of the Province of B.C. and across Canada generally. When our crime analyst and Managers examine crime statistics we are looking for "trends" in crime types and in particular, spikes in certain crime types and in certain areas of the City. It is this information that assists our investigators when they apply elements of crime reduction philosophy. In particular, as it applies to the prolific offender management program. We continue to analyze and evaluate problem area and problem individuals in an effort to target them for crime reduction initiatives via our general duty uniformed personnel and special teams. Note: There were no "significant" trends identified during this reporting period that concerned analysts, with the exception of a disturbing increase in auto thefts. A prolific auto thief was identified and apprehended since the conclusion of the reporting period which should affect this crime type going forward.

	July to Sept 2013	Oct to Dec 2013	Jan to Mar 2014	Apr to Jun 2014	Range Low	Range High	Year to Date 2013	Year to Date 2014	% Change
Assault	87	59	55	86	55	89	125	141	13%
Robbery	5	6	6	6	5	6	11	12	9%
Sex Offences	8	3	4	5	3	7	12	9	-25%
B&E Business	39	41	36	36	36	40	53	72	36%
B&E Residence	32	18	31	28	21	34	56	59	5%
B&E Other	10	14	8	21	8	19	20	29	45%
Theft of Vehicle	37	17	27	46	19	44	57	73	28%
Theft from Vehicle	149	112	106	132	105	144	195	238	22%
Other theft	104	80	69	84	70	99	204	153	-25%
Shoplifting	78	65	38	52	41	75	115	90	-22%
Mischief	124	91	105	132	94	132	274	237	-14%
Fraud	38	39	48	40	37	46	78	88	13%
Cause Disturbance	223	79	102	125	69	196	314	227	-28%
Drug Possession	36	30	40	41	32	42	74	81	9%
Drug Trafficking	10	14	6	5	5	13	39	11	-72%
Drug Production	6	1	1	0	0	5	1	1	0%
Arson	2	5	4	8	2	7	10	12	20%
Weapons Offences	13	12	11	9	10	13	26	20	-23%
Injury Collisions	59	32	32	38	27	53	77	70	-9%
Fatal Collisions	0	0	0	0	0	0	2	0	-100%
24 hour suspensions	10	8	3	5	3	10	13	8	-38%
IRPs	37	27	35	42	29	41	91	77	-15%

TRAFFIC SAFETY

Municipal Traffic members continue to promote high-visibility enforcement throughout the City. Throughout 2014 all Detachment members will be focussing on distracted driving and utilizing the support of our volunteer Citizens on Patrol and Speed Watch teams to assist in identifying distracted drivers and those traveling in excess of the posted speed limits. In addition Traffic Members will continue to promote and endeavor to become part of "Alexa's Team", a designation that acknowledges officers in B.C. for keeping drunk drivers off the road. Penticton RCMP issued **42** Immediate Roadside Prohibitions during the second quarter of 2014.

SUBSTANCE ABUSE

Throughout 2014 the Penticton Detachment will focus on enhanced enforcement nights where known drug dealers and houses are targeted for enforcement action. Our drug enforcement team will work closely with uniform personnel and our prolific offender management team to identify targets for interdiction, with a view towards changing behavior and/or enforcement. As well the Detachment will focus on education initiatives, identifying activities and partnerships that can be supported that provide outreach to schools on drug and alcohol awareness. Penticton RCMP generated **5** founded trafficking files during the second quarter of 2014. We will also maintain a uniform presence in the local licensed establishments in our "bar walk" program, working closely with the Provincial liquor control and licensing authorities.

POLICE/COMMUNITY RELATIONS – POLICE VISIBILITY

Recognizing the importance that police visibility contributes to the RCMP priority of "safe homes – safe communities," the Penticton Detachment will be encouraging members to participate in community events, operations permitting, and provide foot and bicycle patrols throughout the community, in particular the downtown area. As well, the Detachment will work pro-actively with our media partners to ensure that the community is informed, where appropriate, of ongoing issues, events, and crime trends. Note: As identified to Mayor and Council on July 21st, 2014, effective August 1st, 2014, foot and bicycle patrols will be documented and reported on in future quarterly reports.

Additional programs sponsored by the RCMP in support of the community include Victim Services, Auxiliary Police, Lock out Auto Crime and Crime Stoppers. During the second quarter, these programs supplied the following services:

- Victim Services provided support to **58** new clients and continued to provide support to clients in **202** active files. Court support was provided to **30** clients for a total of **54** hours in the Court Room. Penticton Victim Services has been covering the Princeton Detachment area since August of 2013 awaiting replacement of the Princeton Victim Services worker.
- There are currently **7** Auxiliary Police Officers volunteering in Penticton with plans to develop this program further during the Fall of 2014 as staffing permits.
- Crime Stoppers responded to **59** tips during the second quarter of 2014, resulting in **11** arrests, **15** cases cleared, **6** fugitives apprehended and **7** charges laid. **$1,100** worth of property and **$50** worth of drugs were seized this quarter.

CONTRIBUTE TO SAFER YOUTH

To assist the Penticton Detachment in realizing this goal, three (3) initiatives have been identified for 2014; continued support for the Restorative Justice Program, High Risk Youth Programming and introduction of a School Liaison Program. During this quarter **7** files were referred to the Restorative Justice Program involving **9** individuals with a total of **27** participants and **13** hours of time. In addition the Detachment supports a program for boys, ages 13 – 16, focussed on crime prevention through social development. This program is year round and supported by School District 67.

CRIME REDUCTION - PROLIFIC OFFENDER MANAGEMENT (POM)

Prolific offenders are the small percentage of individuals who are responsible for a disproportionate amount of crime. The Prolific Offender Management (POM) program is based on an inter-agency collaborative effort involving Community Corrections, R.C.M.P., Crown Counsel, Ministry of Housing and Social Development, Correctional Services of Canada and the Ministry for Children and Family Development (Youth Services, Child Protection and Youth Probation). Protection of the community and reduction of recidivism are the guiding principles of this program, achieved by collaborative case management, consistent sharing of information amongst the program partners and engaging the offenders with community services to address their criminal behaviour. Once an offender has been

identified, Crime Reduction Unit members meet with him/her and advise them verbally and in writing that they have been designated as a "Prolific Offender" and will fall under this program. There are currently **two (2)** individuals designated as Prolific Offenders in Penticton. Once identified and designated, the program allows for three options:

1) Treatment for drug or alcohol problems.
2) Enforcement, ultimately resulting in jail time.
3) Voluntary relocation if the designated subject does not seek option #1.

This program remains "fluid" and is dependent upon local criminals being identified through intelligence gathering, crime trends and investigator attention. Due to Summer policing pressures and human resource movement, the POM team is not currently staffed but this will be addressed in September.

CONTRIBUTE TO SAFER AND HEALTHIER ABORIGINAL COMMUNITIES

The Penticton Detachment has a tripartite agreement with the Penticton Indian Band and has a signed Letter of Expectations (LOE) outlining each participant's roles within the LOE. Penticton Detachment has two (2) First Nations Policing Officers and in 2014 they will focus on community engagement through attendance at special events, elder's gatherings and school visitations. Penticton Indian Band has seen a significant increase in contact with the Detachment due in no small part to the upcoming Boonstock Festival to be held over the August long weekend on locatee lands.

HUMAN RESOURCES

Established R.C.M.P. member positions	
Municipal	45
Provincial	9
First Nations Policing	2
TOTAL	*56*
Filled R.C.M.P. member positions	
Municipal	43
Provincial	9
First Nations Policing	2
TOTAL	*54*
Other Employees	
Municipal	22
Provincial	2
TOTAL	*24*

There are currently two vacant Municipal positions awaiting the arrival of transferred personnel.

PRISONER STATISTICS

The housing and maintenance of prisoners is a deemed "high risk" activity undertaken by the Penticton Detachment of the RCMP. The cell block is closely monitored twenty-four hours a day by supervisory personnel. The number of prisoners held up to and including June 30th, 2014, is 873. This compares to 892 held for the same time period of 2013. The prisoners per month during this quarterly report are as follows:

	April	May	June
City of Penticton	99	103	117
Provincial	21	19	21
Intermittent (Weekenders)	35	21	4

COMMUNITY POLICING REPORT

As Mayor and Council are aware, upon completion of a service review in the Fall of 2013 identified efficiencies were seen to be gained by combining some Community Policing duties with that of the incumbent in the Crime Stoppers position, which is funded by the Regional District of the Okanagan, Similkameen. Ultimately this resulted in the elimination of one full time employee who oversaw activities of the City of Penticton Detachment volunteers and the volunteer programs. This did result in some angst amongst our volunteer cadre and ultimately some of them chose to leave the program, which is unfortunate. In April, Sergeant Rick Dellebuur was assigned with the reorganization and Management of the Penticton Crime Prevention Unit as he has considerable experience in this area of operations. The following is an update as to what has transpired since that time with the unit:

Human Resources: Cpl Jas Johal, the NCO i/c of Community Policing has been off duty for medical reasons since the middle of May, with no return to work date as yet. Community Policing civilian employee, Terri Kalaski, is off duty for surgery and is expected to return sometime in the fall.

Community Policing civilian employee, Al Sismey, has been advised that his duties will now be 50% "Crime Stoppers" and 50% "Community Policing" based upon an independent, outside review of Mr. Sismey's current position and duties related to Crime Stoppers. Note: A copy of this independent service review of Crime Stoppers is attached to this quarterly report. Currently, a new job description for this Community Policing/Crime Stoppers position that will task the position with the duties of both the City of Penticton and the Regional District is being prepared with a view to implementation in September.

Programs: Former volunteer, Gordon Newcombe, was invited back into our volunteer program. Gordon, who was a former Penticton RCMP municipal employee, will assist Sgt. Dellebuur with the administrative tasks of the unit. Gordon is very familiar with the monthly reports, programs and forms that have been developed for same. Having been a former employee, we managed to get his RCMP

security clearance re-activated, making him our only volunteer with RCMP Security Clearance, which allows him ready access to our office and limited access to our computer systems. Gordon has been a great source of information and communication between the various volunteers and programs during this period of reorganization.

Citizens on Patrol: COP originally started here as a society who assisted us by patrolling the community. They provided "eyes" in areas we were not in and thereby increased our preventative patrol area. They had their own executive and while they worked with us, they did not depend on us for running their meetings, scheduling their events (BBQs, Christmas parties, etc.) and scheduling their shifts. However, over the years they have become more and more dependent upon the Community Policing Coordinator to do the tasks once done by themselves. The Community Policing Coordinator was doing their shift scheduling, organizing their social functions and managing their funds. He was also dealing with most of their internal and external issues. He had become very much their leader and they were very dependent upon him thus when his employment ended, many felt they had been cast adrift and that there would never be anyone capable to steer the ship again. A lot of the Co-ordinator's time was being consumed in administrating this program, time that could be better spent on other initiatives. Realizing that change in policing is continual, we were determined to return the COP program back to how it had been and should be operating. We had several meetings and unfortunately lost a few volunteers who did not like the idea of change or were loyal to the former coordinator. We also lost a few who were just tired and took this opportunity to retire or move onto something different. Our message was clear; that they were valued, they provided a valuable service and that we would continue to work with them, however they needed to assume more responsibility for their program. We encouraged them to meet on their own and to decide how they wanted to move forward. People began to step up, a person took on the scheduling, while others took on other jobs such as treasurer and interim leader. They started with the occasional weekend patrol with a couple of volunteers. They are now getting patrols done on most weekends and are getting two vehicles with two volunteers and sometimes a ride a long as they are getting new volunteers. We have been told that they will have three sets of patrollers out for the upcoming "Boonstock" event. They are doing all of this on their own. We continue to assist them wherever we can and ensure that they have the information and tools required to carry out their duties, they are no longer dependent on one person, so if we are to make a change in our Community Policing personnel it will not have the effect on their program as it did in the past. We continue to monitor their progress and are pleased thus far with the results. Gordon Newcomb has also got the COP's computers updated and the COP's are again running vehicle licence plates. **They recently queried 363 licence plates on a shift and this resulted in recovering a stolen truck from Castlegar that they located in a parking lot late at night.**

Speed Watch: Gordon Newcomb has also got "Speed Watch" operating again. He has set up in several locations including ones that have been reported to us by residents as problem areas. Gordon and his volunteers attend these areas and record the licence numbers of vehicles speeding and then send them a warning letter. He completes a report of Speed Watch's activities and provides the NCO i/c Traffic and Sgt. Dellebuur a copy in the event the area warrants further action such as radar enforcement.

Lock Out Auto Crime: This program remains a very popular program with the volunteers as it gets them out and about in the community as it reminds citizens to secure their valuables. They patrol the mall parking lots and look to see if there are personal items and valuables in plain view, whether vehicles are secure and they even check to see if license plates are valid. They then leave a Crime Prevention Notice of their findings on the vehicle's windshield. **In June 2014 they put in 37 hours of patrol time and checked/tagged 805 vehicles.**

Auxiliary Police: We currently have four (4) Auxiliary police members. We held a recruiting drive last Fall in which we only received ten (10) applicants, and out of this only 3 or 4 made the cut. Due to the time and resources required to put on the auxiliary training, it was decided that we need at least 12 before we start a training course. We are continuing the recruiting process and have since received a couple of additional recruits. We are planning to make Auxiliary Policing one of the tasks for the 50/50 position currently staffed by Mr. Al Sismey and as such would be able to train and assist with the auxiliary programs in the regional detachments. The duration of training (twice per week for four months), the commitment of 160 volunteer hours per annum and the time taken to security clear applicants are all factors in the reduction of interested applicants. Nevertheless, we intend on making this a Fall priority.

School Liaison Program: This Fall we will be revamping our school liaison program. We will be assigning a general duty uniformed member to each school. They will be responsible for visiting their respective schools as often as they can. We will be encouraging them to conduct impromptu visits and even just "kick the ball around" with the students. They will be the "go to" person for the school's administration. The program will be overseen by the NCO i/c of the Community Policing Unit and the members will be submitting brief reports when they visit their respective school and the purpose of the visit. We are also committed with the "Ecoles Entre-Lacs" to assist in the delivery of an anti-bullying program "D.I.R.E." which stands for, "Demander de l'aide, Ignorer, Reculer and En-parler" or the English version, "W.I.T.S.," Walk Away, Ignore, Talk it out and Seek Help. This program may be of interest to the other area schools.

Other Initiatives: A couple of local Physicians have approached us to assist in starting/promoting a program to address the concerns of persons fraudulently obtaining Addictive Prescription Medicines. This is a concern amongst Doctors and is aimed at the individuals who abuse drugs and go from one Doctor to another to get their prescriptions when one Doctor has already refused same. Any programs that curtail the abuse of drugs is viewed as a positive step for the community and police.

We will also be re-establishing "walk-abouts" and visits by the NCO i/c Community Policing with the downtown business community. It will give business people the opportunity to speak with a policeman one on one to discuss their concerns. It will provide local police an opportunity to find out first hand, what are local concerns and discuss how these concerns can be resolved or better addressed. This initiative would not necessarily be limited to the downtown area but could be expanded to the industrial district, motels and anywhere an impromptu meeting between a citizen(s) and the police could benefit the situation.

We will continue to review and examine ways that Community Policing can better serve the community of Penticton and the communities of the greater Regional District.

Seasonal Pressures: As Mayor and Council are aware, the Summer of 2014 shall pose a significant challenge for the local Detachment with respect to the planning and operational package necessary to police the "Boonstock" Music Festival scheduled for the August long weekend, August 1-4, 2014. This one event has necessitated considerable pre-planning and the securement of some forty (40) additional RCMP human resources to ensure public safety throughout this event. This is in addition to the delivery of our regular Summer policing commitments.

Respectfully submitted,

Superintendent K.J.P. Hewco

Officer in Charge

Penticton, South Okanagan, Similkameen Regional R.C.M.P. Detachment